

Return to Work Program

Return to Work Policy

As a person conducting a business or undertaking ("PCBU") providing on-hire labour services, Penrith Personnel aims to provide employment in a safe and healthy environment, working in consultation with Client / Host Employers, staff and casual on-hire employees ("workers") to systematically identify, assess and then eliminate or control hazards which may cause workplace injuries and illness.

Penrith Personnel acknowledges that it has a legislative obligation under *The Workplace Injury Management and Workers' Compensation Act 1998* which requires that a Category 1 employer must provide suitable employment where reasonably practicable to assist a worker return to their pre-injury role (*Section 49*).

In the event of a workplace injury or illness involving a worker, Penrith Personnel will work with the responsible Client / Host Employer to provide suitable duties as soon as possible or, where this cannot be achieved, work with other Client / Host Employers of Penrith Personnel to locate such duties wherever possible, consistent with medical advice received from the treating doctor.

Penrith Personnel's goal is, where reasonably practicable, to provide an early commencement of injury management activities and an early return to work, thereby assisting the worker in a return to meaningful and productive employment and wherever possible ensure that an early return to work is a normal expectation.

This Policy and associated systems and procedures have been developed by Peter Bryant (Director) with Management and workers via the consultative mechanism of Penrith Personnel's WHS Working Party. This Policy and associated systems and procedures is displayed within the workplace and is summarised within worker pre-employment Induction content; it will be reviewed at least every two years. This review process will also take into account Injury Management data and feedback from Clients / Host Employer sites which has been collated and then reviewed by the WHS Working Party at its monthly meetings.

Penrith Personnel will promote this Policy, its associated systems and procedures and awareness of any other matters to do with WHS, Workers' Compensation and RTW issues including the rights and responsibilities of injured workers via ongoing consultation. This consultation will commence at pre-employment Induction, continuing at work site meetings and via a programme of regular "Safety Matters" newsletters sent with pay slips, plus via monthly WHS Working Party meetings.

Due to the nature of its business as a provider of on-hire labour services, Penrith Personnel's Terms & Conditions of Business are used to support the objectives of this policy – this legal document is the supply contract between Penrith Personnel and the Client / Host Employer; it must be agreed to and signed by the Client / Host Employer prior to the commencement of supply of on-hired casual workers. It defines requirements including communication, supervision and the maintenance of a safe workplace, also requiring cooperation in the investigation of any workplace hazard, incident or accident and the Client / Host Employer's involvement in the formulation and delivery of a suitable Return to Work plan.

Resolution of Workplace WHS Issues

In order to support Penrith Personnel's goal of providing employment in a safe and healthy environment, an agreed procedure has been implemented to resolve Workplace WHS issues or concerns notified and this procedure uses the consultative mechanism of Penrith Personnel's WHS Working Party

In this context, "issue or concerns" can apply to perceived hazards, near-misses or incidents / accidents whether they result in injury or not; it could also include a Client / Host Employer allocating new duties to workers which Penrith Personnel had not risk assessed and which had not been the subject of briefing or induction training, for example.

Notification to Penrith Personnel can be direct to the standard office phone number 4731 2807, or After Hours Emergency 0418 211 414, or via the Hazard Reporting Form downloadable from Penrith Personnel's website www.penrith-personnel.com.au or face-to-face with a Penrith Personnel Consultant when he / she is on site

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Resolution of Workplace WHS Issues (continued)

Upon notification of an issue or concern the following procedure will generally apply:

- Penrith Personnel (a Consultant or Manager) will liaise with the worker; details of issues identified will be documented as a WHS Working party meeting using standard Form 011 – Hazard, Incident and Accident Investigation Report.
- Penrith Personnel (a Consultant or Manager) will liaise with the Client / Host Employer regarding the issue notified and make arrangements to meet on site to view and resolve the issue.
- The worker who notified the issue may attend meetings between Penrith Personnel and the Client / Host Employer, or may choose the option of not being identified, or may be assisted or represented by a person other than Penrith Personnel if he / she so wishes.
- Penrith Personnel's responses including prior notification and timing of site visits will be escalated according to the degree and immediacy of risk to workers or other persons affected by the issue, up to and including authority for Penrith Personnel's management to temporarily suspend supply to that site by Penrith Personnel.
- Decisions regarding the measures (both temporary and permanent) that must be implemented to resolve the issue, who will be responsible for implementing those measures and relevant time lines will be documented by Penrith Personnel and available to the Client / Host Employer, the workers concerned and any representative.
- Penrith Personnel will monitor completion of the above agreed measures as part of ongoing site visit routines

A. Responsibilities and Procedures – The Worker

1. Cooperate with Penrith Personnel and the Host Employer to prevent work-related injuries to self and others
2. Immediately report any injury, incident or near-miss to the Client / Host Employer's supervisor and where possible ensure that Penrith Personnel is also notified. If outside office hours, notification to After Hours mobile 0418 211 414
3. If further medical treatment is required, choice of attending either Penrith Personnel's nominated medical centre (see below) or worker's own doctor. Give consent for the doctor selected to provide information for the purposes of Injury Management and RTW Plans.
4. Deliver the WorkCover Certificate of Capacity to Penrith Personnel and complete Workers' Compensation Claims Forms with complete and accurate information about the circumstances of the injury to assist in Penrith Personnel's accident investigation.
5. Participate and cooperate in the establishment of initial and subsequent Injury Management and RTW plans; comply with the activities detailed in the Injury Management and RTW plans

B. Responsibilities and Procedures – The Client / Host Employer

1. Ensure the health, safety and welfare of all workers under the Client's control
2. Ensure that Penrith Personnel is notified of any injury as soon as possible. If after hours, notification to mobile 0418 211 414
3. Provide initial first aid treatment on site and assess need for further medical treatment if required, including evacuation to medical centre or hospital. Penrith Personnel to be kept informed of actions and to assist with arrangements for further medical treatment
4. If a serious incident, notification to WorkCover on 13 10 50; quarantine the work area and any equipment involved
5. Injury to be recorded in the Client / Host Employer's Register of Injuries
6. Allow site access for Penrith Personnel staff to conduct Accident Investigation in consultation with the Client / Host Employer's representatives and the worker(s) involved
7. Work with Penrith Personnel to formulate suitable duties for an early RTW consistent with medical advice received from the treating doctor, the work capacity assessment / Injury Management Plan

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C. Responsibilities and Procedures – Penrith Personnel as Return to Work Coordinator

1. Speak with the injured worker and, if required, facilitate arrangements for further medical treatment with Penrith Personnel's nominated doctor or the worker's choice of doctor
2. Injury to be recorded in Penrith Personnel's Register of Injuries and detailed notes taken of all information as it is received from the worker and / or Host Employer – complete Initial Notification to the Workers' Compensation Insurer within 48 hours of being made aware of the injury.
3. If classified as a serious incident, immediate notification to WorkCover on **13 10 50**; advise the Client / Host Employer of requirement to quarantine the work area and any equipment involved and document this.
4. Assist worker with completion of Claims Forms if required – lodge all forms with Workers' Compensation insurer. Gain written consent of the worker to obtain, use and disclose injury management information.
5. Liaise with the Insurer or other accredited service suppliers regarding provision of Interpreter services if required, ensuring that the injured worker is not disadvantaged as a result of language
6. In open consultation and in the spirit of cooperation with the worker, the nominated treating doctor, the Client / Host Employer, the workers' Compensation Insurer and any workplace Rehabilitation Provider appointed, identify meaningful and productive duties in line with the Insurer's work capacity assessment and implement RTW plans to achieve an early RTW
7. In the event of an injured worker not being able to return to their pre-injury job, to work with the injured worker and Rehabilitation Provider to identify alternative strategies such as Work Trials, Vocational Retraining and Job Placement assistance
8. To not dismiss any workers within six months of becoming unfit for employment as a result of a work-related injury.
9. Ongoing communication with all parties to review progress in RTW suitable duties and modify these suitable duties via updated RTW plans as recovery progresses and restrictions are progressively lifted
10. Maintain close contact with the insurer regarding the worker's work capacity and coordinate supply of all documentation including wage information, medical reports and invoices
11. At all times maintain the confidentiality of records relating to the worker

D. Responsibilities and Procedures – The Workers' Compensation Insurer

1. Ensure that Penrith Personnel is made aware of its legislative obligations in relation to the Insurer's Injury Management programme.
2. Develop an Injury Management Plan in consultation with the worker, Penrith Personnel and the nominated treating doctor within three working days of notification of a significant injury to a worker.
3. Commence provisional payments of weekly benefits and medical expenses within seven days of notification of a significant injury to a worker.
4. Inform the injured worker of their entitlements and obligations under the Injury Management Plan and the consequences of non-compliance including suspension of weekly benefits.
5. Consult with the injured worker, Penrith Personnel and the nominated treating doctor regarding referral to a Workplace Rehabilitation Provider if required to assist with return to work activities.
6. Liaison with Penrith Personnel to ensure accuracy of payment of weekly benefits.

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Return to Work Contacts

Penrith Personnel's Workers' Compensation Insurance Agent is:

Gallagher-Bassett Services Workers' Compensation NSW

Locked Bag 912, Nth Sydney NSW 2059

Phone: 1 800 007 033

Policy Reference Number – WC 50000319122

Penrith Personnel's Return to Work Coordinator is:

Jan Baremans, General Manager

Phone: 4731 2807

Additional personnel and roles, trained and assisting RTW Coordination activities are:

Peter Bryant, Director
Payroll & Accounts Administrator

The Senior Consultant Operations
WHS & Training Consultant (Workplace Assessor)

Local Medical Practice:

Penrith Personnel has an established account with the **Penrith Medical Centre (cnr Henry & Lawson Streets, Penrith – Phone 4721 8755)** and can organise an appointment on short notice for the worker to simplify the process and reduce waiting times for treatment.

Nominated Workplace Rehabilitation Providers:

IPAR Rehabilitation Pty Ltd

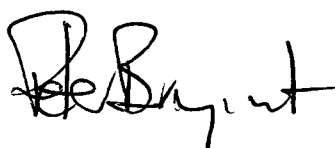
Level 1 / 295 High Street, Penrith NSW 2750

Phone: 4731 5009

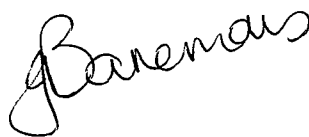
Sydney Occupational Services

P.O. Box 94, Narrabeen NSW 2101

Phone: 9965 3712



Peter Bryant
Director



Jan Baremans
General Manager

17/02/2014

Dated: